

CLAIMS

What is claimed is:

9/24/12

- 1 1. A method for interacting with a client user in a network-based environment
2 during installation management in order to enhance visibility, comprising the
3 steps of:
4 (a) identifying a user;
5 (b) collecting information about the user, wherein the information relates to the
6 installation of a service;
7 (c) building a profile of the user based on the collected information;
8 (d) managing a plurality of different contents;
9 (e) analyzing the profile and the contents in order to match attributes of the
10 profile of the user and attributes of the contents;
11 (f) selecting the contents which have attributes that match the attributes of the
12 profile of the user; and *a*
13 (g) delivering the selected contents to the user;
14 (h) .
- 1 2. A method as recited in claim 1, wherein the step of analyzing the profile
2 occurs in real time.
- 1 3. A method as recited in claim 1, further comprising the step of identifying a
2 time when the user last viewed the contents, and indicating portions of the
3 contents that have been modified or added since the time when the user last
4 viewed the contents.
- 1 4. A method as recited in claim 1, wherein the user is identified by using a
2 cookie, receiving user input, and digital certificates.

1 5. A method as recited in claim 1, further comprising the step of allowing the
2 user to rate the contents.

1 6. A method as recited in claim 1, wherein the interaction is carried out over a
2 network.
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1 7. A computer program embodied on a computer readable medium for
2 interacting with a client user in a network-based environment during
3 installation management in order to enhance visibility, comprising:
4 (a) a code segment that identifies a user;
5 (b) a code segment that collects information about the user, wherein the
6 information relates to the installation of a service;
7 (c) a code segment that builds a profile of the user based on the collected
8 information;
9 (d) a code segment that manages a plurality of different contents;
10 (e) a code segment that analyzes the profile and the contents in order to match
11 attributes of the profile of the user and attributes of the contents;
12 (f) a code segment that selects the contents which have attributes that match the
13 attributes of the profile of the user; and
14 (g) a code segment that delivers the selected contents to the user

1 8. A computer program as recited in claim 7, wherein the code segment that
2 analyzes the profile occurs in real time.

1 9. A computer program as recited in claim 7, further comprising a code
2 segment that identifies a time when the user last viewed the contents, and
3 indicates portions of the contents that have been modified or added since the
4 time when the user last viewed the contents.

1 10. A computer program as recited in claim 7, wherein the user is identified by
2 using a cookie, receiving user input, and digital certificates.

- 1 11. A computer program as recited in claim 7, further comprising a code
2 segment that allows the user to rate the contents.
- 1 12. A computer program as recited in claim 7, wherein the interaction is carried
2 out over a network
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- 1 13. A system for interacting with a client user in a network-based environment
2 during installation management in order to enhance visibility, comprising:
3 (a) logic that identifies a user;
4 (b) logic that collects information about the user, wherein the information relates
5 to the installation of a service;
6 (c) logic that builds a profile of the user based on the collected information;
7 (d) logic that manages a plurality of different contents;
8 (e) logic that analyzes the profile and the contents in order to match attributes of
9 the profile of the user and attributes of the contents;
10 (f) logic that selects the contents which have attributes that match the attributes
11 of the profile of the user; and
12 (g) logic that delivers the selected contents to the user.
- 1 14. A system as recited in claim 13, wherein logic that analyzes the profile
2 occurs in real time.
- 1 15. A system as recited in claim 13, further comprising logic that identifies a
2 time when the user last viewed the contents, and indicates portions of the
3 contents that have been modified or added since the time when the user last
4 viewed the contents.
- 1 16. A system as recited in claim 13, wherein the user is identified by using a
2 cookie, receiving user input, and digital certificates.

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